

## **-Vacancy Announcement –**

The Housing and Community Development Authority is accepting resumes for a Financial Operations Manager vacancy in the Financial Operations Department.

To be considered for this position, applicants must:

E-mail a resume, cover letter, and a one to three page professional writing sample to Katie Dailey at [kdailey@spd.IN.gov](mailto:kdailey@spd.IN.gov) and Samantha Higdon at [shigdon@ihcda.IN.gov](mailto:shigdon@ihcda.IN.gov) with the title of the position in the e-mail subject line.

Additionally, candidates will also need to apply to job ID 588258 via the state's job bank at [www.IN.gov/spd](http://www.IN.gov/spd) . To apply, click on:

- Employment Opportunities
- Apply Now
- Register now

The position offers a competitive salary, commensurate with relevant education and work experience. This position is housed in IHCD's Indianapolis headquarters and applications are being accepted until further notice.

Please see next page for job description.

## IHCDA

## Job Expectations

<b>Title</b>	Financial Operations Manager	<b>Exempt</b>
<b>Reports to</b>	Director of Financial Operations	<b>Date last revised:</b> 12/18/2013
<b>Supervises</b>	4-5 direct reports	
<b>Summary</b>	The Financial Operations Manager contributes to fulfilling the IHCDA mission and vision by meeting IHCDA's strategic, operational, and program goals. This is done by participating with, leading and supervising the IHCDA staff that regularly review and process claims submitted by sub grantees and professional service contractors and regularly enter data for federal reporting purposes and IHCDA tracking.	
<b>Evaluation of performance</b>	Performance will be evaluated based on achieving key outcomes described in this job description, including specific goals, deadlines, and other quality indicators; working effectively in a team environment; interacting positively with partners and demonstrating customer service; and working efficiently and effectively within required specifications, policies, and standards established by IHCDA and its associated governing entities.	
<b>Key outcomes expected</b>	<ul style="list-style-type: none"><li>• Responsible for the management of Financial Operations staff members including performance management, training and development, workflow planning, hiring and disciplinary actions.</li><li>• Facilitate consistent, accurate and complete reporting on the financial operating condition of IHCDA through accurate data entry and review as well as coordinating with the Director of Financial Operations on enhancements to the various software and systems utilized by IHCDA.</li><li>• Manages the handling and resolution of all claims within area of responsibility and authority and providing assistance to staff with claim questions, system issues, customer issues, etc.</li><li>• Provide technical assistance and problem solving to internal and external customers regarding the submission and review of claims as well as IHCDA's database management system for award set up and maintenance.</li><li>• As a member of IHCDA, provide excellent customer service to both internal and external customers</li><li>• Responsible for facilitating positive working relationships with multiple departments and staff members individually and for the Financial Operations department</li><li>• Creates a working environment which fosters the achievement of the highest level of technical competency and professionalism with staff.</li><li>• Responsible for the management and measurement of individual performance and team operational results, including customer service, alignment with department goals and objectives and overall IHCDA strategic priorities.</li><li>• Adhere to all IHCDA and Financial Operations Department policies and procedures guides in daily activities</li><li>• Other duties as assigned</li></ul>	

<b>Critical skills, knowledge, and behaviors</b>	<ul style="list-style-type: none"> <li>• Demonstrated excellence in customer service</li> <li>• Ability to motivate, direct and influence a wide variety of people.</li> <li>• Ability to foster positive working relationships across multiple departments</li> <li>• Ability to work well as part of a team and as an individual</li> <li>• Claim Review/Analysis experience</li> <li>• High detail orientation and accuracy</li> <li>• Strong Problem Solving Skills</li> <li>• Ability to deliver results consistency and with little/no direction-self starter</li> <li>• Ability to prioritize and organize tasks/time and meet deadlines under pressure</li> <li>• Ability to apply sound judgment, make informed decisions and support those decisions with evidence</li> <li>• Adaptable in the face of a changing work environment</li> <li>• Comfortable working in varied computer programs and databases</li> <li>• Proficient in Microsoft Office products</li> </ul>
<b>Education, experience, degrees, licenses</b>	<ul style="list-style-type: none"> <li>• bachelor's degree preferred</li> <li>• 2 years management experience required</li> <li>• 2 years experience in claim/reimbursement review and analysis preferred</li> <li>• 2-3 years experience in federal programs preferred</li> </ul>
<b>Work environment and physical demands</b>	<ul style="list-style-type: none"> <li>• Work is performed in an office environment</li> <li>• Must be able to work proficiently with computers and other office equipment</li> </ul>